

Communication Assets Survey and Mapping (CASM) Frequently Asked Questions (FAQ)

- **Is CASM secure?**

Yes, the CASM System has been granted a FISMA Approval to Operate by the DHS Cybersecurity and Infrastructure Security Agency. The servers are hosted by Amazon GovCloud to meet physical security requirements and all internet traffic to/from the host is encrypted. The system and application software have met all security control requirements. All users are authorized by an Organization's identified Approving Authority and must comply with Rules of Behavior.

- **How do I request access?**

You may click on the "Request New Access" link on the Login Page and complete the request form. This will be emailed to the Organization's Approving Authority. Include why you are seeking access so that the Approving Authority can properly vet you and approve access.

- **Who approves my access?**

Each Organization (e.g., state-territory, Federal, NGO, and Tribal) has one or more person(s) identified as the Approving Authority who will vet you and authorize your access – each Organization has their own approval process. Once your User Account is created, you will be sent your CASM credentials (user-id, password) via auto-generated emails.

- **How do I log in?**

You may either use your CASM credentials (user-id, password) by entering them in the Login Page or use a DHS provided PIV card. In order to use a PIV card, you must first associate your card's Identity Certificate with your User Account.

- **What happens if I don't use my account?**

Per DHS security requirements, you must remain an active user and log in at least once every 365 days. User Accounts that are inactive for 365 days will be deactivated and your Approving Authority will have to reinstate you.

- **How do I get help?**

You may email the PSTools Help Desk at casmhelp@hq.dhs.gov.